

## Role Title: Technical Author

### About PhixFlow Ltd

At PhixFlow, our mission is to enable anyone to create business applications by removing the barriers to development through our unique combination of experience, innovation, and intuitive Low-Code platform. We believe software development should be easy and enjoyable, challenging traditional methods, allowing anyone to create business-grade applications that improve processes and drive value.

Our platform has been used to create powerful applications for companies such as Tesco, Virgin Media, Lloyds Pharmacy, The Post Office and Jaguar Land Rover, to name just a few.

### The role

We're looking for an experienced Technical Author to join Team PhixFlow, based at our headquarters in Cambridge, UK. As a member of the development team, you will be joining a great team who believe in changing the way modern software is created.

Responsibilities will include:

- Gaining a broad and detailed knowledge of the product
- Developing and maintaining help pages for the core product
- Liaising with the development team to ensure that the documentation is kept up-to-date for each new release
- Preparing release notes and upgrade instructions for each new release
- Identifying and developing new topics for supporting articles - to help customers handle real-world use cases
- Maintaining training courses, for new and updated features
- Identifying and developing new training courses and topics, including creation of video content, and developing example case stories to drive the training
- Developing strong narratives to explain complex concepts in a clear way
- Organising help and training to maximise its usefulness to our customers through page hierarchy, tagging, linking, etc
- Testing the written materials with internal users and consultants

### The candidate

The successful candidate will have:

- A minimum of a 2:1 degree in computing, maths or scientific subject from a Russell-group or equivalent university

- A proven track record, over at least 2 years, of quality work generating technical documentation
- Strong interpersonal skills
- A clear and concise writing style
- An eye for detail
- The ability to absorb information quickly
- An analytical mind and an inquisitive nature
- Experience in developing video content

### What you can expect from PhixFlow

- A caring company that provides a flexible and safe working environment
- An opportunity to shape the future of software development
- A fast-growing, ambitious company with opportunities for you to grow

To apply for this position please email you CV and a covering letter to [enquiries@phixflow.com](mailto:enquiries@phixflow.com)